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FIG. 3

			101 100
		Certified Technician	Non-Certified Technician
	Standard Support Hours 8AM – 5PM Local time Monday – Friday	Free	2 <i>tokens</i> per incident
102	Extended Support Hours 5PM – 8AM Local time Week-days, and Weekends	2 tokens per incident	3 <i>tokens</i> per incident
	Premium Support Hours (NEC Observed Holidays)	3 <i>tokens</i> per incident	4 <i>tokens</i> per incident

FIG. 4

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	Certified Technician	Non-Certified/ I PartyTec	
Standard Support Hours 8AM – 5PM Local time Monday – Friday	2 tokens per incident	3 tokens pe	r incident
Extended Support Hours 5PM – 8AM Local time Week-days, and Weekends	3 tokens per incident	4 tokens pe	r incident
Premium Support Hours	4 tokens per incident	5 tokens pe	r incident

FIG. 5

Telephone Support Service Packs	Number of tokens	Price
TS-SP-2	2 tokens	\$200
TS-SP-10	10 tokens	\$900
TS-SP-20	20 tokens	\$1,700
TS-SP-30	30 tokens	\$2,400
TS-SP-50	50 tokens	\$3,500
TS-SP-100	100 tokens	\$6,000
TS-SP-200	200 tokens	\$10,000

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